

Microsoft Announces Power Cord Replacement for Xbox

As a precautionary measure and out of concern for consumer safety, Microsoft Corp. today announced that it will voluntarily replace the power cords on 14.1 million Xbox consoles worldwide.

The replacement power cords are designed to protect consumers and their Xbox consoles from rare electrical component failures that can pose a fire hazard. Fewer than one in 10,000 consoles have experienced these component failures, and, in almost all instances, any damage caused by these failures was contained within the console itself or limited to the tip of the power cord at the back of the console.

However, in 30 consoles worldwide, these failures are reported to have caused minor injury or minor property damage. In seven instances, customers reported sustaining a minor burn to their hand. In 23 instances, customers reported smoke damage, or minor damage to a carpet or entertainment centre.

In all regions except Continental Europe, Xbox consoles manufactured before Oct. 23, 2003, require a replacement power cord. In Continental Europe, consoles manufactured before Jan. 13, 2004, require a replacement power cord.

This is a preventative step we're choosing to take despite the rarity of these incidents, said Robbie Bach, senior vice president of the Home & Entertainment Division at Microsoft. We regret the inconvenience, but believe offering consumers a free replacement is the responsible thing to do. To order a replacement cord, consumers should go to <http://www.xbox.com> and click on the Power Cord Replacement for Xbox link. Replacement cords will arrive two to four weeks after the order is placed. While waiting for the new cord to arrive, consumers should turn off their Xbox consoles when not in use.

Not all replacement cords that Microsoft supplies to program participants will look the same. The type of cord shipped will depend on the date the console was manufactured and the country in which it is used.

Founded in 1975, Microsoft (Nasdaq MSFT) is the worldwide leader in software, services and solutions that help people and businesses realize their full potential.